

FIG.1

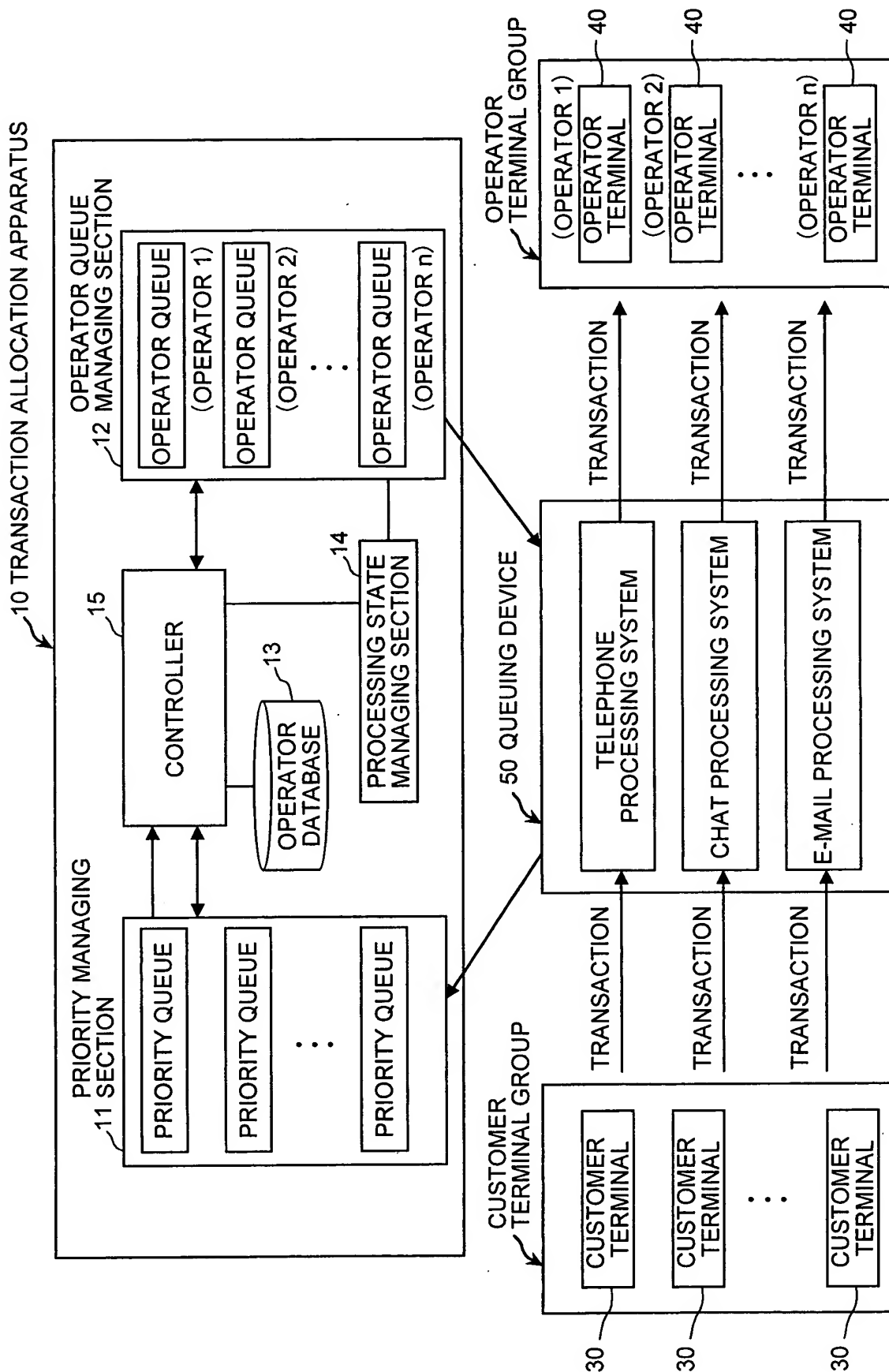


FIG.2

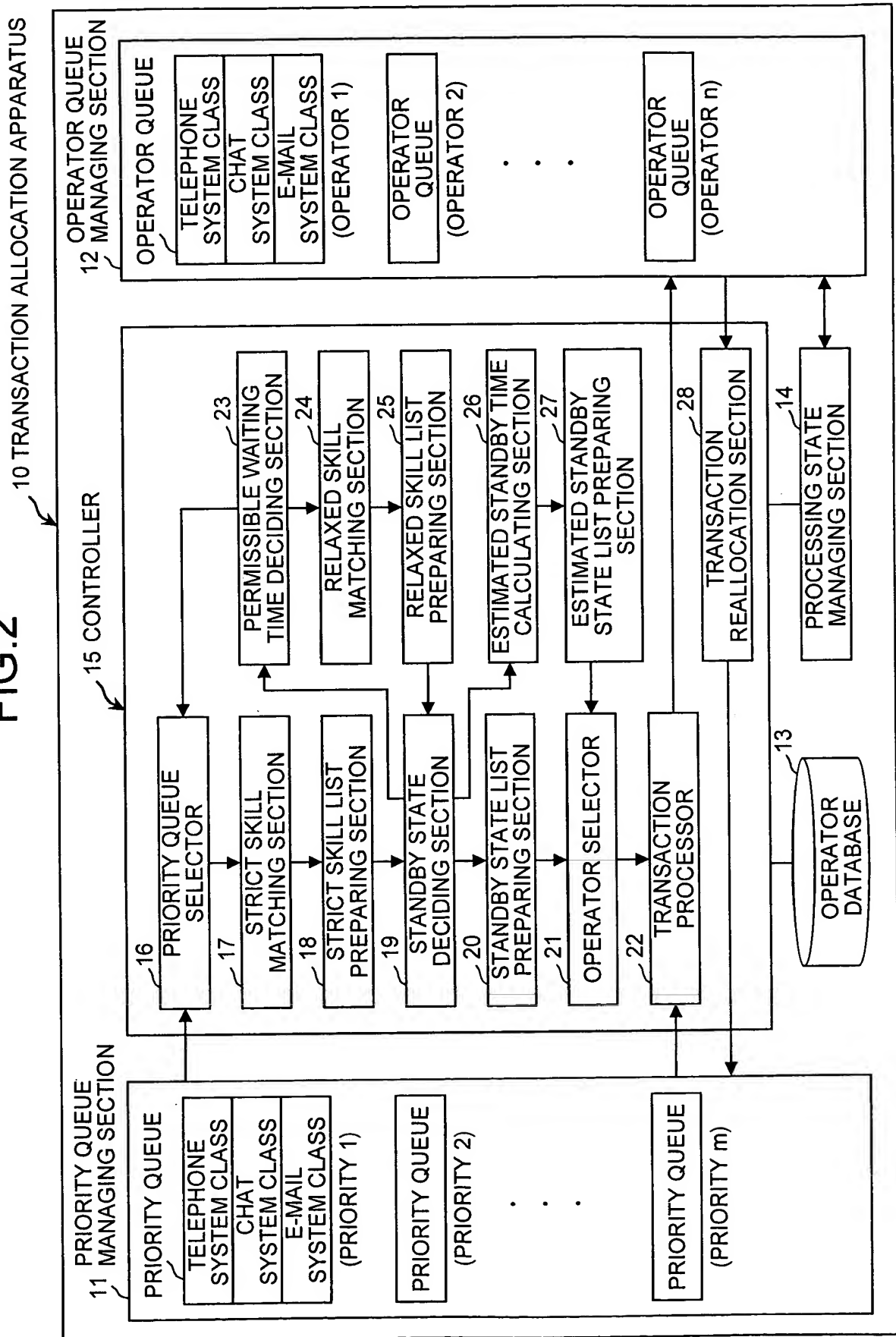


FIG.3A

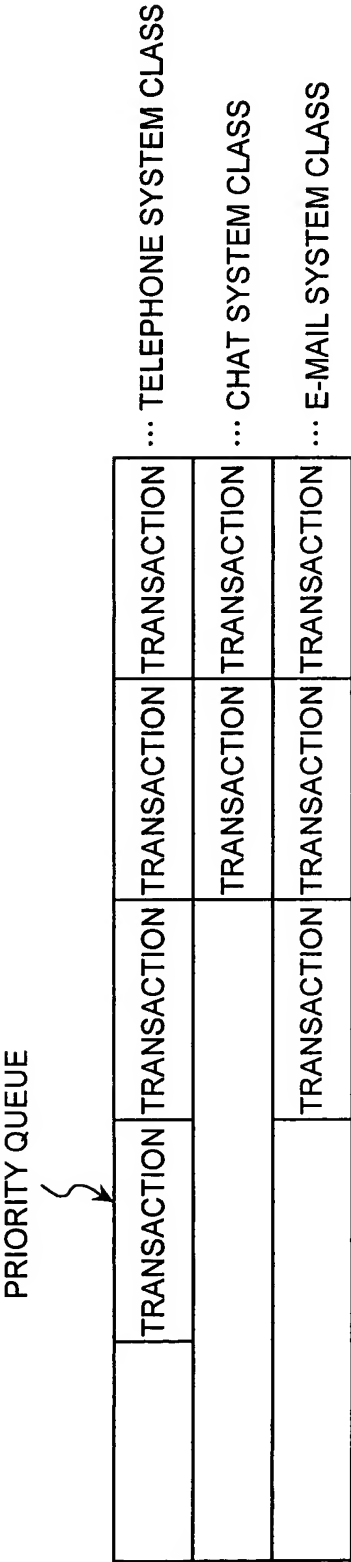


FIG.3B

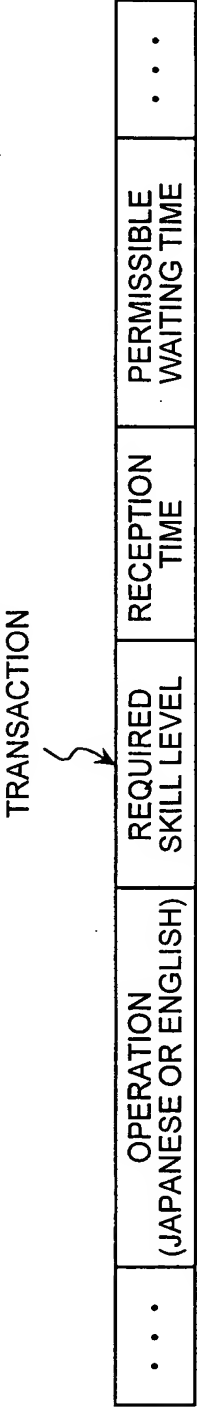


FIG.4A

OPERATOR QUEUE

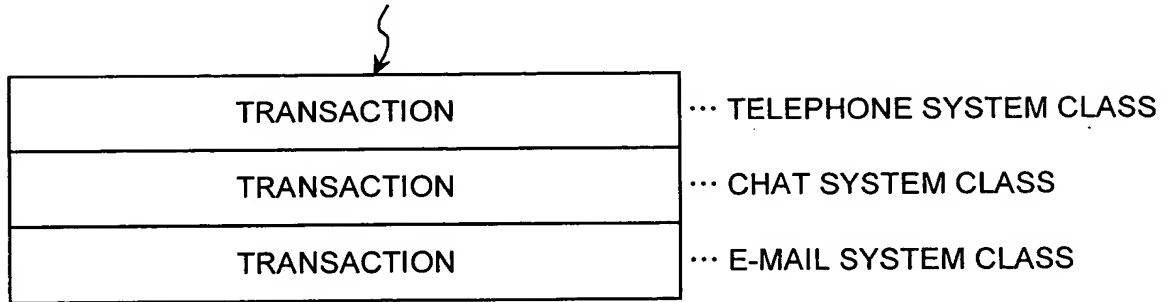


FIG.4B

TRANSACTION

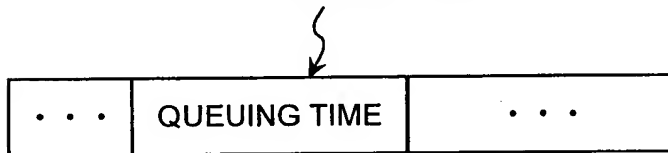


FIG.5

OPERATOR DATABASE

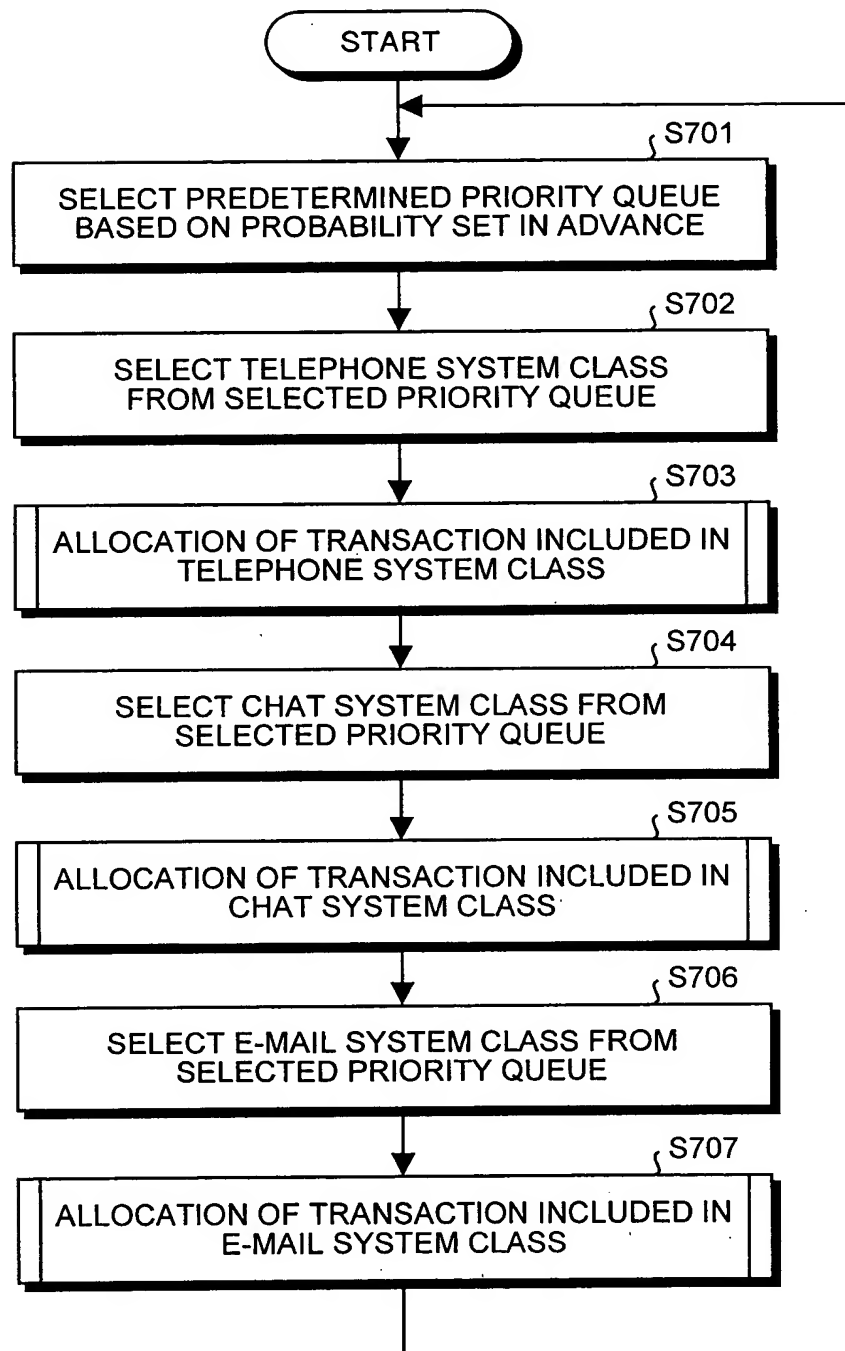
A table representing the OPERATOR DATABASE. It has four columns: 'OPERATOR ID', 'TELEPHONE SYSTEM', 'CHAT SYSTEM', and 'E-MAIL SYSTEM'. The first three columns are grouped under the header 'SKILL LEVEL (JAPANESE)'. The rows represent individual operators, with the first row having IDs 1, 2, and n, and a row of dots representing intermediate operators. A squiggly arrow points from the text 'OPERATOR DATABASE' to the top of the table.

OPERATOR ID	SKILL LEVEL (JAPANESE)		
	TELEPHONE SYSTEM	CHAT SYSTEM	E-MAIL SYSTEM
1	A1	B1	C1
2	A2	B2	C2
.	.	.	.
n	An	Bn	Cn

FIG.6

OPERATOR 1	STANDBY/BUSY	STANDBY STATE STARTING TIME/ PROCESSING STARTING TIME	ESTIMATED PROCESSING TIME
TELEPHONE SYSTEM	BUSY	T1	L1
CHAT SYSTEM	FREE	T2	L2
E-MAIL SYSTEM	BUSY	T3	L3

FIG.7



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FIG.8

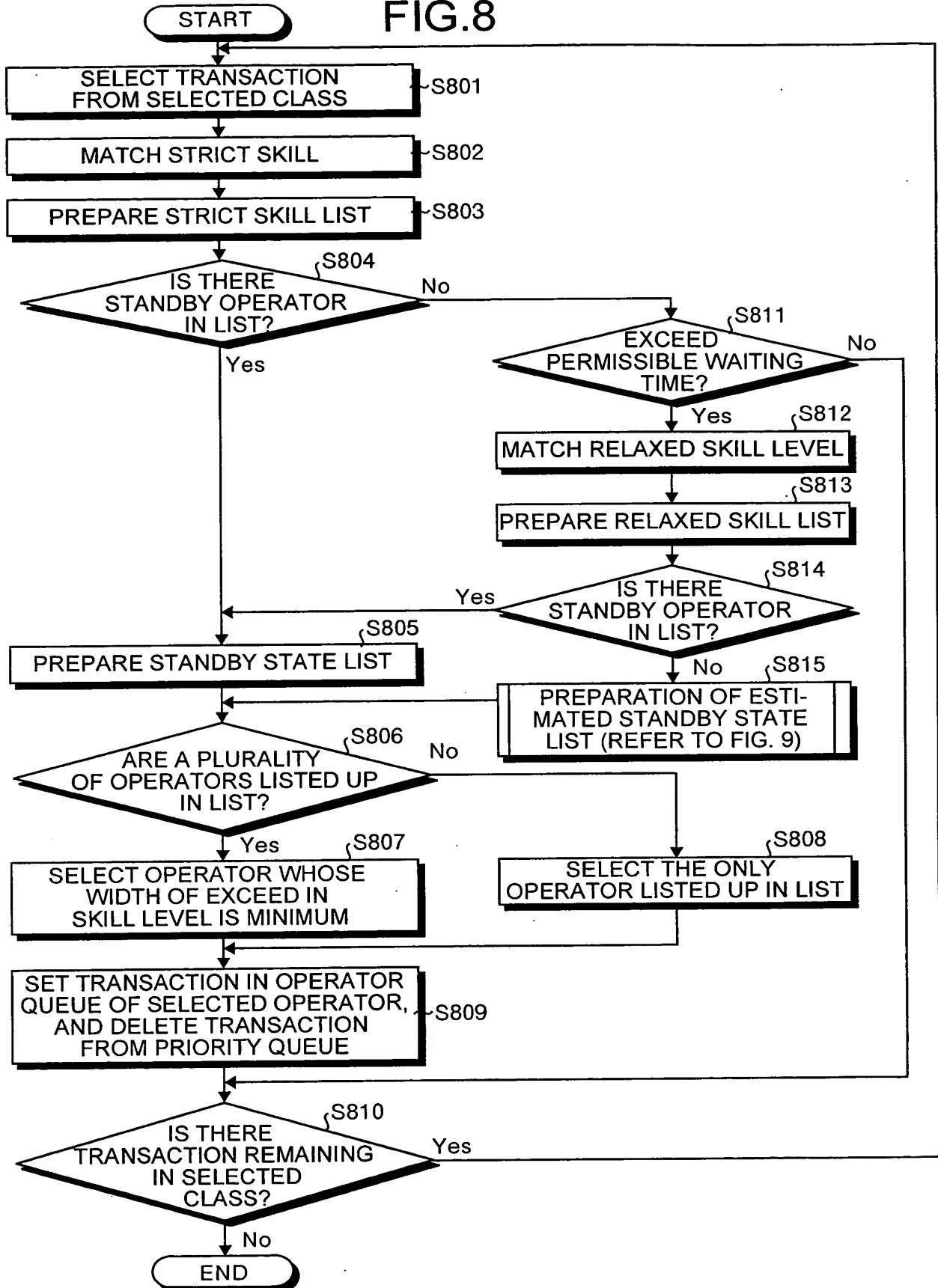
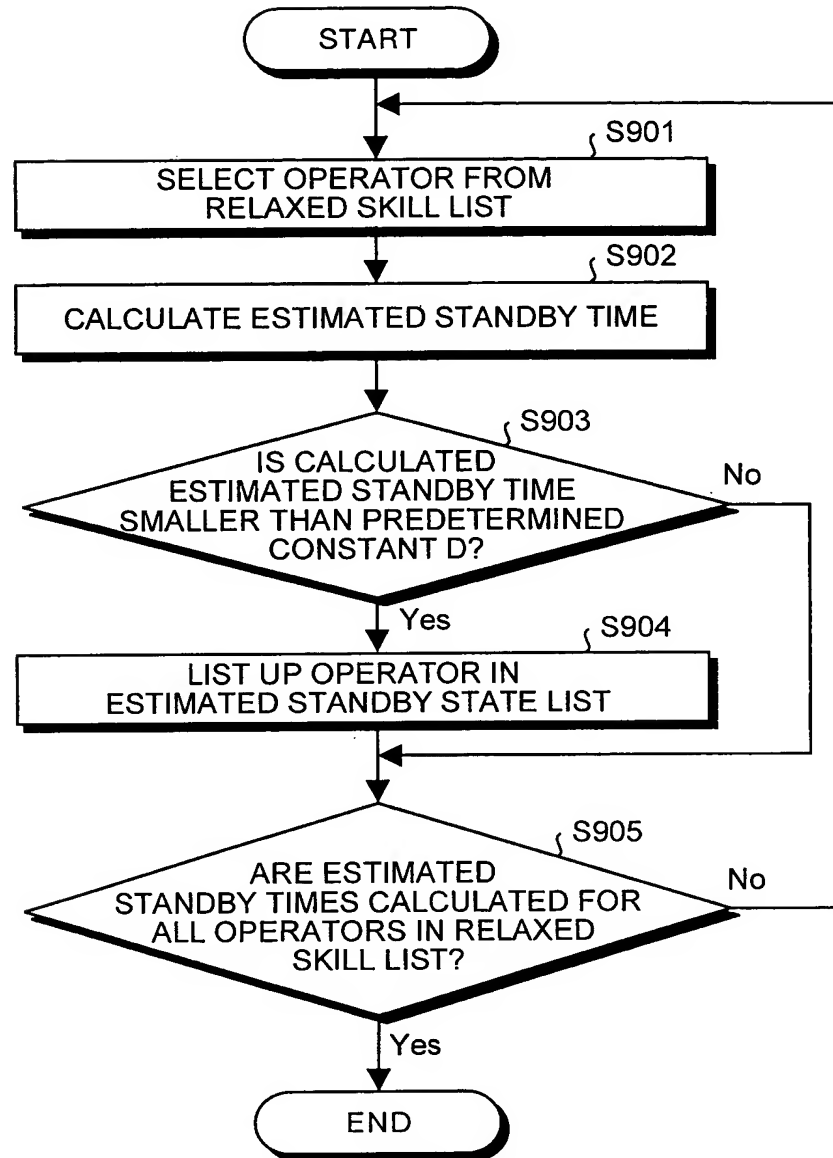


FIG.9

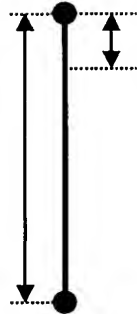




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FIG.10

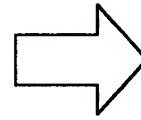
ESTIMATED PROCESSING TIME THAT  
 CERTAIN OPERATOR HAS RECENTLY  
 TAKEN TO PROCESS TRANSACTION OF  
 CERTAIN CLASS IS DEFINED AS L



CONSTANT D

- THE PROBABILITY THAT THE ESTIMATED STANDBY TIME OF THIS OPERATOR IS NOT MORE THAN  
 CONSTANT D BECOMES D/L WHEN OPERATOR IS CURRENTLY PROCESSING CERTAIN TRANSACTION
- NUMBER OF TIMES WHEN THIS OPERATOR HAS RECENTLY PROCESSED TRANSACTIONS = NUMBER OF  
 OPPORTUNITIES WHEN TRANSACTIONS ARE ALLOCATED TO THIS OPERATOR (WHICH IS SAME NUMBER FOR  
 ALL OPERATORS IN SAME GROUP) \* D/L
- TOTAL PROCESSING TIME WHEN THIS OPERATOR HAS RECENTLY PROCESSED TRANSACTIONS

$$\begin{aligned}
 &= \text{ESTIMATED PROCESSING TIME WHEN OPERATOR HAS RECENTLY TAKEN TO PROCESS TRANSACTION} \\
 &\quad * \text{NUMBER OF TIMES WHEN THIS OPERATOR HAS RECENTLY PROCESSED TRANSACTIONS} \\
 &= L * \text{NUMBER OF OPPORTUNITIES WHEN TRANSACTIONS ARE ALLOCATED TO OPERATOR} * D/L \\
 &= \text{NUMBER OF OPPORTUNITIES WHEN TRANSACTIONS ARE ALLOCATED TO OPERATOR} * D
 \end{aligned}$$



BY ALLOCATING TRANSACTIONS WHEN ESTIMATED STANDBY TIME IS NOT MORE THAN D, NUMBER OF TIMES WHEN  
 TRANSACTIONS ARE PROCESSED BECOMES PROPORTIONAL TO D/L. THEREFORE, FEEDBACK IS APPLIED SUCH  
 THAT TOTAL PROCESSING TIME TAKEN TO PROCESS TRANSACTIONS BECOMES SUBSTANTIALLY SAME FOR ALL  
 OPERATORS IN SAME GROUP REGARDLESS OF VARIATION IN ESTIMATED PROCESSING TIME.

FIG.11

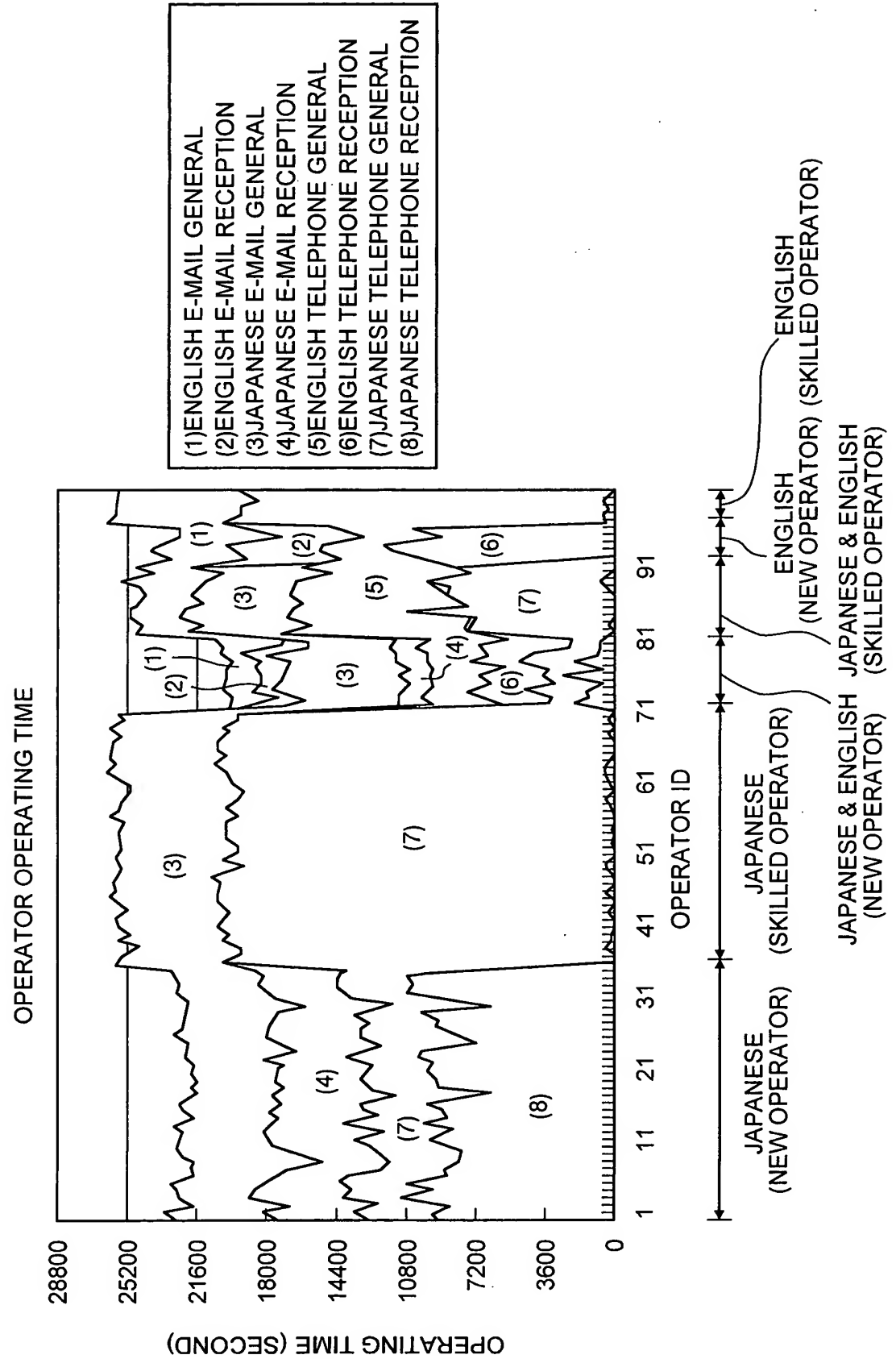


FIG.12

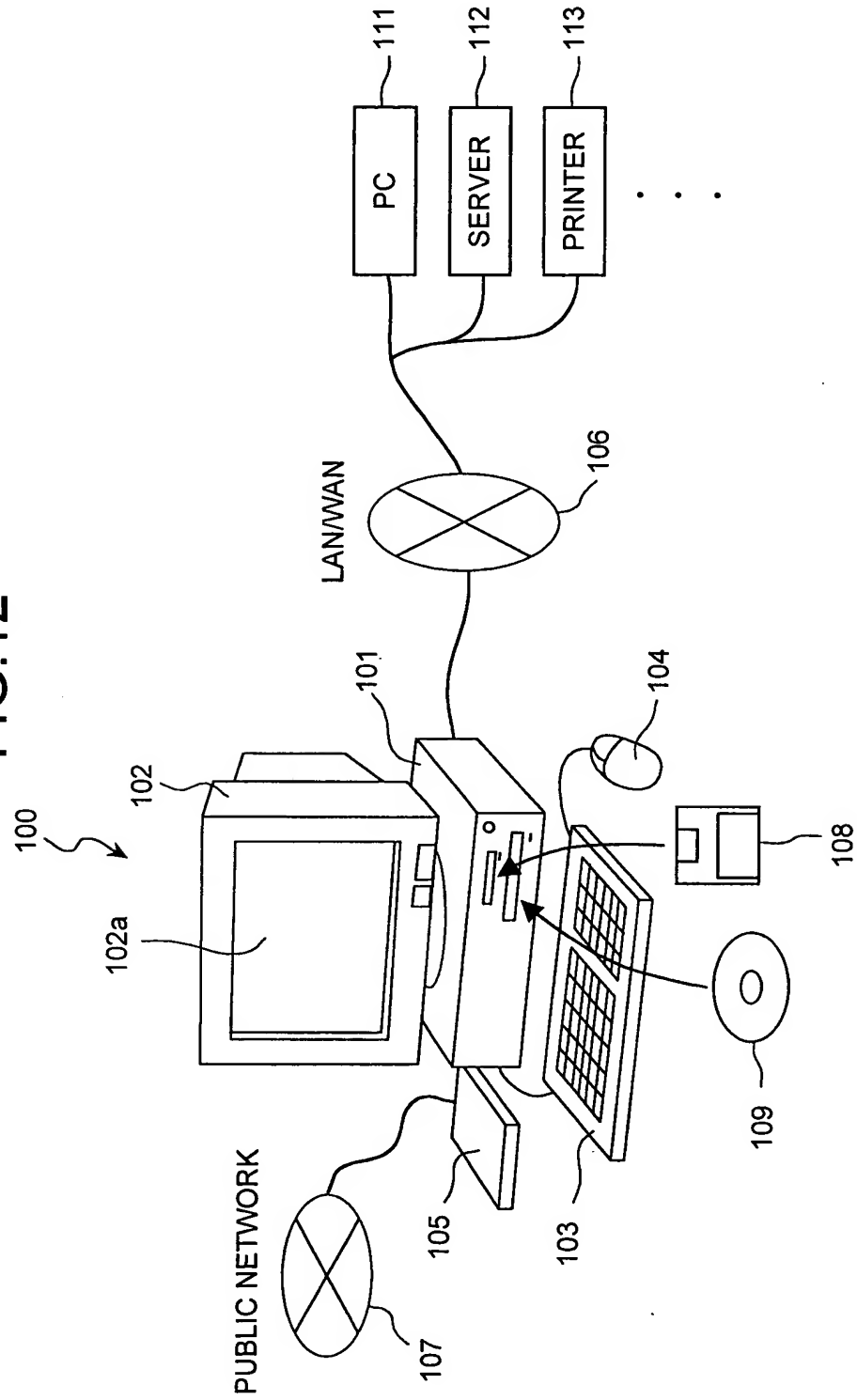


FIG.13

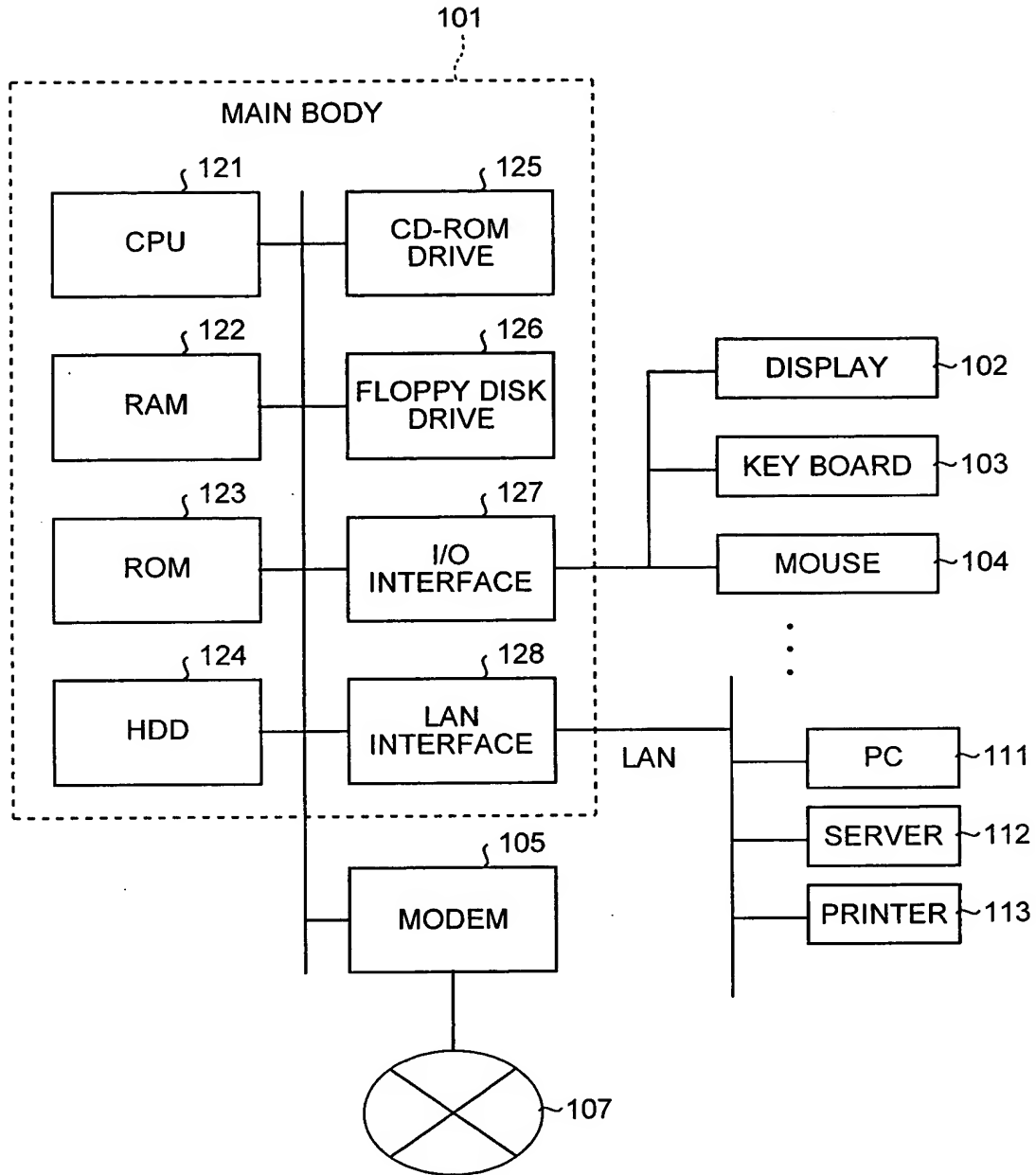


FIG.14

